

 UAMS University of Arkansas for Medical Sciences	UAMS NWA Special Populations								
		Week Ending	Week Ending						
	Weekly Report	1/16/2021	1/9/2021	1/2/2021	December 2020	November 2020	October 2020	September 2020	YTD
Index	# Indexes assigned (all metrics based on the workload assigned for the week)	255	295	215	1363	844	484	234	2776
	# Indexes Complete	240	275	210	1233	758	428	203	2469
	% Indexed Complete	94.1%	93.2%	97.7%	90.5%	89.8%	88.4%	86.8%	88.9%
	# Indexes unreachable (Max Attempts)	15	20	5	129	86	56	31	306
	% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	5.9%	6.8%	2.3%	9.5%	10.2%	11.6%	13.2%	11.0%
	# Indexes Attempted calls (all completions + at least 1 attempt)	255	295	215	1363	843	484	234	2776
	Average time from Index Received to Index Reached	0.07:47.06	0.08:56.33	0.09:32.15	0.09:54.26	0.09:56.38	0.12:25.05	0.20:30.04	5.02:00.14
	Average Index Handle Time	0.00:22:45	0.00:20:20	0.00:25:48	0.00:27:47	0.00:29:04	0.03:08:01	0.08:02:28	0.01:15:20
	% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	93.7%	93.2%	97.7%	81.3%	81.5%	71.1%	59.8%	76.0%
	% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	99.6%	100.0%	99.5%	98.2%	98.5%	96.5%	95.3%	96.1%
Contacts	# contacts generated	676	675	562	3187	2030	1306	785	6899
	# contacts generated per Index Complete	2.8	2.5	2.7	5.1	2.7	3.1	3.9	2.8
	# contacts complete	671	673	549	2839	1818	1050	543	5850
	% contacts complete	99.3%	99.7%	97.7%	89.1%	89.6%	80.4%	69.2%	84.8%
	# contacts unreachable (Max Attempts + missing phone numbers)	100	63	36	146	80	124	46	365
	% contacts unreachable (Max Attempts + missing phone numbers)	14.8%	9.3%	6.4%	4.6%	3.9%	9.5%	5.9%	5.3%
	# contact ATTEMPTED (all completions + at least 1 attempt)	676	675	549	2798	1752	1132	601	6149
	Average Time from Contact Generated to Contact Reached	2.22:10:36	2.13:47:48	2.13:58:29	0.18:01:37	30.22:19:12	1.07:10:10	1.18:17:05	22.13:27:37
	Average Contact Handle Time	0.00:00:43	0.00:00:39	0.00:00:49	0.00:14:34	0.00:13:35	0.00:29:28	0.00:18:12	0.00:20:12
	% contact completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	99.3%	99.7%	97.3%	89.7%	86.7%	76.7%	63.9%	83.3%
	% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	99.0%	99.8%	99.8%	92.5%	90.6%	84.8%	71.2%	88.1%
	Average Time from receipt of initial case name to full completion of all related contacts	0.00:53:42	0.01:09:34	0.03:08:33	0.23:13:47	1.16:13:44	1.18:02:42	3.20:55:16	5.11:38:52